

VIRGINIA RELAY SERVICE
Customer Contact Report
(July, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	11	14
Relay/OSD Related			
Other			
Total Commendations	3	11	14
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)		2	2
Equipment			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
Methods Related		1	1
Miscellaneous			
Billing Rate		1	1
Scope of Service			
Other (Misc)			
Total Complaints		6	6
III. Inquiries/Comments	Voice	TTY	Total
General Information	3	5	8
Outreach/Marketing	1		1
Explain Relay	1		1
TTY Distrib/Purchase			
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related		1	1
Other		3	3
Total Inquiries/Comments	5	10	15
Grand Total	8	27	35